

IN THE SPECIFICATION:

Please amend the title of the application listed on page 1 (i.e., the cover sheet) and on page 2 (i.e., the page heading) as follows:

**METHOD AND APPARATUS FOR QUERYING THE STATUS OF MOBILE
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Please replace the paragraph which begins on page 4, line 66 and ends on page 5, line 85, with the following amended paragraph:

Fig. 1 sets forth a diagram of a specific implementation illustrating various embodiments of the present invention. A mobile subscriber (MS) has access to a mobile unit 101, depicted in Fig. 1 as a cellular radiotelephone. The mobile subscriber roams through a plurality of cells sites 160 served by a mobile telephone switching office (MTSO) 140 which further comprises a visiting location register (VLR) 151, and a switch box 155, as is known in the art. The cellular switch is a high-speed computer that connects voice communication paths for completing calls across the mobile network. The VLR provides information about mobile subscriber "visiting" the particular region serviced by the MTSO. A Home Location register (HLR) 170 stores MS account status and tracks the current ~~MSTO~~ MTSO of the MS. The HLR is a collection of one or more high-performance network databases that contains information about each subscriber in a particular "home" region, including the services they subscribe to. The mobile network also comprises a customer care server 130 (physically comprised of one or more computers) which has direct access to the HLR and MTSO systems in order to immediately correct or obtain information on customer issues. The particular customer care infrastructure utilized will vary significantly from mobile service provider to mobile service provider. In the context of the present invention, it is advantageous if the customer care infrastructure has an application programming interface that permits remote queries of status information pulled from the HLR or the MTSO and served using some standard communication protocol such as HTTP.

Please add the following new paragraph on page 4 after the paragraph beginning on line 61 and ending on line 63.

Fig. 6 is a flow chart illustrating a method in which a status information server might interact with an application server and a customer care server, in accordance with an embodiment of the present invention.

Please replace the paragraph on page 8, starting on line 144 and ending on line 161, with the following amended paragraph:

In another embodiment of the present invention, the location query is received by the enhanced customer care server 130 and processed in a manner such as set forth in Fig. 3. The process set forth in Fig. 3 can be enabled by a specialized software application running on the customer care server 130, such as a Java servlet running on a Java-enabled web server. At step 301, the location query is received and the location servlet invoked, e.g. by HTTP. The parameters of the location query are parsed (e.g., by examining the URL of the HTTP request) and a telephone number extracted to be located. At step 302, the subscriber's HLR is determined by a database lookup using the telephone number extracted at step 301. At step 303, the HLR is queried to identify the MTSO on which the particular subscriber is active. At step 304, the address of the MTSO is determined; where the customer care infrastructure is an IP network, the MTSO will have an IP address which the servlet can utilize to access the MTSO. At step 305, the servlet can issue a query to the VLR at the MTSO, requesting the subscriber's current location. The response from the MTSO, e.g. the MTSO identifier, the cell site/sector, can then be processed and returned to the location server at step 306. The location server and application service server can then process the location information at step 307 (e.g., by matching the MTSO identifier and cell site/sector to a geographic location) and return the results to the application server.

Please replace the paragraph on page 10, which begins on line 191 and ends on line 206, with the following amended paragraph:

The ~~MSTO~~ MTSO might contain enhanced presence status information about an MS (for example, determining whether the subscriber is currently on a voice call in addition). In another embodiment of the present invention, the presence query is received by the enhanced customer care server 130 and processed in a manner such as set forth in Fig. 5. The process set forth in Fig. 5 can be enabled by a specialized software application running on the customer care server 130, such as a Java servlet running on a Java-enabled web server. As step 501, the presence query is received and the presence servlet invoked, e.g. by HTTP. The parameters of the presence query are parsed (e.g., by examining the URL of the HTTP request) and a telephone number extracted. At step 502, the subscriber's HLR is determined by a database lookup using the telephone number extracted at step 501. At step 503, the HLR is queried to identify the MTSO on which the particular subscriber is active. At step 504, the address of the MTSO is determined; where the customer care infrastructure is an IP network, the MTSO will have an IP address which the servlet can utilize to access the MTSO. At step 505, the ~~MSTO~~ MTSO is queried for the user's presence information. In step 506, the subscriber's MS presence status information is returned to the IM server. At step 507, the presence information is processed and returned to the subscriber.